



13 December 2024

Tēnā koe

Official Information Act request

Thank you for your email of 31 October 2024, requesting the following information:

Correspondence between MSD and Heart of the City, Auckland centre city's business association, during the period 1 January 2022 and 30 September 2024.

Please include all email communication (including any attachments), meeting invites and minutes.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

I have identified 8 emails in scope of your request, and I have collated these emails in one document. Please see this document enclosed with this letter as **Appendix**.

As the Ministry has not received a response from you, in our email to you on 1 November 2024, in regard to staff names and contact details, I have deemed this information as out of scope.

Regarding the email, subject "RE: Update Please", sent 21 October 2024 at 12:41pm, by the Ministry's Regional Commissioner Advisor, I draw your attention to the following sentence regarding the Auckland Council: "*They are also working with their call centre team to understand the ability for these staff to have all the referral links for our agencies that are on AWHI so that when people call them, they can support with the social referrals as well.*"

The Council has explained that this statement is not correct. It was never intended that the Council's call centre team would be given access to the Ministry list that is used by AWHI (a Police application). The Council is continuing to work on a solution.

Your request for meeting minutes is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

In regard to your request for meeting invites, I am providing you with a summary of the scheduled meeting dates and the subject of the meetings, as per section 16(1)(e), where the information would otherwise be withheld under section 18(h) as being considered trivial due to the administrative information contained within the invites themselves (such a phone and virtual meeting details).

Date	Time	Subject
1 July 2024	12-12.30pm	Heart of the City - CBD Project
25 July 2024	2pm-2.30pm	Heart of the City Catch up - CBD Project
1 August 2024	11.30am-12.30pm	City Centre Focus Group
28 August 2024- 9 October 2024 (recurring every 3 weeks)	1pm-2pm	City Centre Focus Group Meeting
23 October 2024	9.30am-10am	HOTC Catch Up

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Magnus O'Neill
General Manager
Ministerial and Executive Services

From: Out of scope
Subject: Actions from Meeting with Minister Mitchell
Date: Tuesday, 3 September 2024 12:29:00 pm
Attachments: [image001.png](#)

Tēnā koutou everyone,

It was lovely to see you all at the last city centre meeting with Minister Mitchell.

We are currently working through the action points ensuring that progress is continuing to be made in this work, with the help of yourself and the wider community.

I am reaching out for your support. At this meeting, the importance of a guiding document, for the work we are undertaking, was raised as an action. This would be a shared value statement that shows the expectations, this group has for our city centre, to help us stay on track and to have something that we can use to ensure that we are continuing to progress in the same direction.

In order to start collating this, I am hoping that you would be willing to contribute so that we can reflect the many groups, businesses, residents, organisations and visitors who enjoy this beautiful area. The goal of this document would be for it to reflect the values and expectations that we have for those who live, work, play and visit our city. Also, to show how we as a city, care and support the whole community, including those who visit or pass through.

If a representative from each group/organisation could pen up to 100 words, I can use this to collate a shared document. I will look to collate this on the 11th September, so if you are willing and able to contribute, please provide this to myself by COB 10th September.

Nāku noa, nā

Out of scope

I Regional Commissioner Advisor | Auckland Central

& East

Out of scope

www.workandincome.govt.nz

Ministry of Social Development, Wellington

MSD logo with mana manaaki koru pattern - MSD navy



From: Out of scope
To: Out of scope
Subject: Auckland City
Date: Thursday, 25 January 2024 2:57:00 pm
Attachments: [image001.png](#)

Kia ora Out of scope of

My name is Out of scope I am the Regional Commissioner Advisor for Out of scope for the Auckland Central/East region.

We have met previously, a while back now, when I was last in this role supporting Out of scope, however, I have been away on some project work in MSD for about 18 months.

Now that I am back, I am keen to see if you are willing to connect. Out of scope has reiterated the importance of the relationship that he has with you and the Heart of the City. He has asked me to make sure that you have my details and that I have a really good understand of what's important to you and your team so that I can look at what support I can provide.

Out of scope did mention that he and yourself have been working together on understanding the Housing system, including Emergency Housing. Building on this, Out of scope has asked me to talk with Kāinga Ora and ensuring that they connect with you as well to talk through their planning for the City area. They are keen to join a discussion with you and myself, if this is something that you think would be beneficial?

Looking forward to working again with you in the near future, please feel free to contact me if there is anything I can help with, and if you are available and interested in a meeting, I would love to lock something in. I can come to you, or Teams works too.

Thanks for your time, enjoy the rest of your week,
Nāku noā, nā

Out of scope
I Regional Commissioner Advisor I Auckland Central & East
Out of scope

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Ministry of Social Development, Wellington

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From: Out of scope
To: Out of scope
Cc: Out of scope
Subject: CBD Crime Project
Date: Thursday, 27 June 2024 11:06:00 am
Attachments: [image001.png](#)

Hi Out of scope,

It was lovely to see you again on Tuesday.

Just wondering if you have any time in your calendar on Monday or Tuesday for a quick call with Out of scope and I?

It would be good to have your perspective on a couple of the next steps before we reach out to others a bit wider.
Nāku noa, nā

Out of scope | **Regional Commissioner Advisor | Auckland Central & East**
Out of scope
www.workandincome.govt.nz
Ministry of Social Development, Wellington

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RELEASED UNDER THE OFFICIAL INFORMATION ACT

From: Out of scope
To: Out of
Subject: Follow up CBD Project
Date: Tuesday, 23 July 2024 10:32:00 am
Attachments: [image001.png](#)

Hi Out of ,

Hope you are well.

Just touching base to see if we can organise a quick catch up with yourself, me and Out of to check in on where things are headed in the CBD project and to see how business is responding to the work to date and check some next steps with you.

Are you available at all this week?

Wednesday between 11-1pm
Thursday between 9-10 or 11-11:30 or 2-2:30

If there isn't any times here, I will come back with some possibilities next week.

Nāku noa, nā

Out of scope

I Regional Commissioner Advisor I Auckland Central

& East

Out of scope

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From: Out of scope
To: Out of scope
Subject: RE: Actions from Meeting with Minister Mitchell
Date: Monday, 16 September 2024 11:14:00 am
Attachments: [image001.png](#)

Hi ^{Out}_{of} thank you, this is wonderful!

I am going to run the final version past you first, as I would love your view, but will connect with you once I have it all completed to a final draft state.

Noho ora mai

Out of scope **I Regional Commissioner Advisor I Auckland Central**

& East

Phone: Out of scope

Out of scope [|www.workandincome.govt.nz](http://www.workandincome.govt.nz)

Ministry of Social Development, Wellington

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From: Out of scope

Sent: Monday, September 16, 2024 8:33 AM

To: Out of scope

Subject: RE: Actions from Meeting with Minister Mitchell

Kia ora ^{Out}_{of}

Apologies for the delay in responding. I am aware of the response from the Residents group and agree we need to be careful not to create another plan. However, a succinct summary of what we are aspiring to achieve on safety could be helpful – feel free to call if you'd like to discuss (left a message on your phone this morning). Not quite sure how you are proposing to collate the words but here are some words from our perspective:

We aspire to be a vibrant, safe international city – day and night. We want our city centre to be a great place to live, work, study and visit – and a place that cares for people who need help. For the business community, it needs to be successful place to invest and do business, and a welcoming and safe place for customers, staff and suppliers. The coordinated, cross agency approach is making a positive difference and we need to keep up the pace so people are cared for and everyone can feel safe here.

Ngā mihi

Out
of
Out of scope

From: Out of scope

Sent: Tuesday, 3 September 2024 12:30 pm

Subject: Actions from Meeting with Minister Mitchell

IN-CONFIDENCE

Tēnā koutou everyone,

It was lovely to see you all at the last city centre meeting with Minister Mitchell.

We are currently working through the action points ensuring that progress is continuing to be made in this work, with the help of yourself and the wider community.

I am reaching out for your support. At this meeting, the importance of a guiding document, for the work we are undertaking, was raised as an action. This would be a shared value statement that shows the expectations, this group has for our city centre, to help us stay on track and to have something that we can use to ensure that we are continuing to progress in the same direction.

In order to start collating this, I am hoping that you would be willing to contribute so that we can reflect the many groups, businesses, residents, organisations and visitors who enjoy this beautiful area. The goal of this document would be for it to reflect the values and expectations that we have for those who live, work, play and visit our city. Also, to show how we as a city, care and support the whole community, including those who visit or pass through.

If a representative from each group/organisation could pen up to 100 words, I can use this to collate a shared document. I will look to collate this on the 11th September, so if you are willing and able to contribute, please provide this to myself by COB 10th September.

Nāku noa, nā

Out of scope

I Regional Commissioner Advisor | Auckland Central

& East

Out of scope

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From: Out of scope
To: Out of scope
Subject: RE: City Centre Focus Group Meeting
Date: Wednesday, 10 July 2024 10:07:00 am
Attachments: [image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)

Hi Out of scope,

No worries at all, we will see you when you can jump on, if there is anything important that you miss, I can catch up with you separately.

Noho ora mai

Out of scope | **Regional Commissioner Advisor | Auckland Central & East**
Out of scope
Out of scope | www.workandincome.govt.nz
Ministry of Social Development, Wellington

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From: Out of scope
Sent: Wednesday, July 10, 2024 9:26 AM
To: Out of scope
Subject: RE: City Centre Focus Group Meeting

Kia ora Out of scope

You may have done this already, but please can you let Out of scope know that I will only be able to join the meeting when I get back to the office after a longstanding meeting at 10 that I won't be able to leave early. Am keen to be part of this discussion and will get back as soon as I possibly can.

Thanks

Out of scope

-----Original Appointment-----

From: Out of scope
Sent: Monday, July 8, 2024 10:14 AM

Out of scope

Out of scope

Subject: City Centre Focus Group Meeting

When: Wednesday, 10 July 2024 11:00 am-12:00 pm (UTC+12:00) Auckland, Wellington.

Where: Microsoft Teams Meeting

Kia ora koutou,

Teams link below to continue our discussions regarding the city centre focus in response to Minister Mitchells request.

Ngā mihi,

Out of scope

Out of scope | Regional Commissioner Auckland East and Central
Auckland Regional Office | Ministry of Social Development



MSD Purpose: We help New Zealanders to help themselves to be safe, strong and independent
Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake

18(h)

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From: Out of scope
To: Out of scope
Subject: Re: [EXTERNAL] RE: CBD Crime Project
Date: Monday, 1 July 2024 10:04:55 am
Attachments: [image001.png](#)

Hi Out of scope, thank you!

I can do 12pm on Monday, I'll send a Teams invite as I'm back to back today.

I'm just in a meeting now, so will send it after this one finishes.

Thanks Out of scope,
Out of scope

Get [Outlook for iOS](#)

From: Out of scope
Sent: Thursday, June 27, 2024 7:42:34 PM
To: Out of scope
Subject: Re: [EXTERNAL] RE: CBD Crime Project

12 on Monday is good
I can come to you

Out of scope

Out of scope

Spectrum Partnerships Relationships & Networks

NZ Police

Papakura

Out of scope

Out of scope

Out of scope

RRT Food Box Program - National Lead

AWHI Referral System - Counties Manukau & Auckland City Districts Lead

Papakura Marae - Exec Brd

Family Success Matters - Exec Brd

Father's For Families - Exec Brd Dep. Chair

SAMER+ Group

Papakura Franklin Blue Light - Chair

NZ Blue Light Exec Brd

Whanau tuatahi

Haapai ki te tangata

Cool collaborations

Connective policing

From: Out of scope
Sent: Thursday, June 27, 2024 5:56:23 PM

To: Out of scope
Cc: Out of scope
Subject: [EXTERNAL] RE: CBD Crime Project

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Out of scope

It was great to see you again too. You did a good job keeping the meeting going when Out of scope left.

It was really good to see Out of scope presentation and I'm very happy to find a time to talk.

Could 12 or 4.45 work on Monday?
Alternatively 9am on Tuesday?

Ngā mihi

Out of scope

From: Out of scope
Sent: Thursday, June 27, 2024 11:06 AM
To: Out of scope
Cc: Out of scope
Subject: CBD Crime Project

You don't often get email from Out of scope [Learn why this is important](#)

IN-CONFIDENCE

Hi Out of scope,

It was lovely to see you again on Tuesday.

Just wondering if you have any time in your calendar on Monday or Tuesday for a quick call with Out of scope and I?

It would be good to have your perspective on a couple of the next steps before we reach out to others a bit wider.
Nāku noa, nā

Out of scope | **Regional Commissioner Advisor | Auckland Central & East**
Phone: Out of scope
www.workandincome.govt.nz
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From: Out of
To: Out of scope
Subject: RE: Update please
Date: Wednesday, 23 October 2024 9:29:13 am
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)

Hi Out of
scope

I'll call you shortly – I'm in transit and that will work better than Teams this morning.

Regards

Out
of

From: Out of scope
Sent: Monday, 21 October 2024 12:41 pm
To: Out of scope
Subject: RE: Update please

IN-CONFIDENCE

Hi Out
of ,

Thanks for coming back to me. As per your text, I have popped in a time for us to connect on Wednesday morning, if the time doesn't suit, feel free to adjust it.

Re the 105 number idea – the police are already going through a review of the 111/105 call outs, which also means that they are currently trialing a new approach to how the respond to calls receive through both 111 and 105 as they are setting up a new response framework.

There isn't a lot of information on this, beyond what is already available publicly, but the goal is for Police to be able to better respond quicker to calls where immediate risk is present.

In saying that, the goal of having the 105 number, which would ideally have helped there to be a clearer process that people can follow to get help – is still the goal, just in a different way.

This would ideally be there being more information held with any option of support a person turns too, so for instance:

If there is immediate need for help and support – ie someone feels their immediate safety is at risk, then they should always call 111
If there is a non-urgent crime to report, then this would be 105

This stuff needs to stay with police and the goal is to have the messaging really clear on this.

Beyond that, if someone is wanting to get support for a noncriminal issue,

that isn't a risk to their safety, then that is where the network would come into play, and there are some ideas to make this as easy as possible. Firstly, the Council are looking to have their website updated with as many of the supports available for help as suitable. They are also working with their call centre team to understand the ability for these staff to have all the referral links for our agencies that are on AWHI so that when people call them, they can support with the social referrals as well.

Secondly, to make this even easier – the Council are currently exploring having a QR code developed which will enable this to be on posters and anywhere and everywhere around the city. There is the understanding of cost and viability being worked out at the moment – before it can be shared much wider. They mentioned it at the last Subgroup meeting, and the plan is, all goes well, to advise the wider group that meets with the Minister in November.

But what this means, is that if anyone needs any help, they can just scan or click on the QR code from any phone camera – this will then open to tell them where to get the help they need where they can just click on the link they need, and it will connect them directly.

But lets have a chat on Wednesday where we can run through in more detail.

Noho ora mai

Out of scope

I Regional Commissioner Advisor | Auckland Central

& East

Out of scope

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Ministry of Social Development, Wellington

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From: Out of scope

Sent: Friday, October 18, 2024 5:21 PM

To: Out of scope

Out of scope

Subject: RE: Update please

Thanks ^{Out of} _{scope} have been tied up all day.

I didn't hear anything at the last meeting that sounded like it would address the need – what happened to the 105 idea?

Ngā mihi

Out
of

From: Out of scope
Sent: Friday, 18 October 2024 9:37 am
To: Out of scope
Subject: RE: Update please

IN-CONFIDENCE

Hi Out of scope,

Thank you for sending through this context. I would love to have a conversation with you if you are free at all today or Monday? I am keen to check in to see if the updates that we spoke to at the last subgroup meeting are likely to meet the need that you are seeing?

There is also a QR Code that council are working on that I believe would be useful for managing the confusion of who to call and when, but to be sure that this is on track with what you are hearing, I would love to speak with you about it.

Noho ora mai

Out of scope
I Regional Commissioner Advisor | Auckland Central & East
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Ministry of Social Development, Wellington

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From: Out of scope
Sent: Friday, October 18, 2024 9:26 AM
To: Out of scope
Out of scope
Subject: Update please

Kia ora Out of scope

I asked for an update on the work to establish a simple way (ideally 3 digit) for people to raise issues at the last cross-agency meeting but unfortunately there wasn't one, other than the Council phone/website, which does not address the key issue. I've copied some comments below from concerned resident, who is dealing with some significant ongoing issues:

"I think we need more clarity on who to call and when. I'm struggling to make sense of the plethora of agencies and organisations involved that are outlined in the booklet

from the launch of the Community Safety Plan the other day. I have Police numbers (111 and 105) — I've got that firmly imprinted on my mind (is it happening now or did it just happen?)..... In the heat of confrontation this is somewhat confusing to mentally select from 4 possible numbers (that aren't necessarily that memorable beyond 111 — although the HoTC one is easier to recall now but I still have to think whether it's better to call HoTC or AC Compliance). As a native English speaker I can begin to come to grips with these choices but I know many in my building would struggle to go for numbers beyond 111 because of the decision making nuances involved and having English as a second language. It would be very confusing for many. The reality is if it's not hugely urgent then the other numbers are more likely to succeed over 111 but it's just that process of deciding which.”

Look forward to hearing how the project is progressing please.

Ngā mihi

Out
of

Out of

Chief Executive

HEART OF THE CITY

Tel 09 379 8000 | Out of scope

Level 23, 151 Queen Street | PO Box 105 331, Auckland

heartofthecity.co.nz hotcity.co.nz



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